

Welcome to the Field Studies Council (FSC)

Office Manager at FSC Flatford Mill, East Bergholt, Suffolk

Imagine a role that offers you both unique opportunities and challenges; where you deliver outstanding administrative support to further improve the customer service already delivered at our FSC Flatford Mill. Through this role you will have the opportunity to empower and inspire your administration team to deliver the highest standards of customer service and care and all areas of their work.

No matter what role you perform at the FSC, everyone can make a difference...if you want to join our successful Environmental Education Charity and you have what it takes to be a success in this role we want to hear from you.

Included in this pack is the key information relating to our **Office Manager** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Flatford Mill

How to apply:

To apply for this position please download and complete in full the [NON-EDUCATION – application form](#). You must ensure that your application includes examples of how you have demonstrated skills, knowledge and experience in meeting the requirements of the post detailed in both the job description and person specification.

For all recruitment information and relevant application forms please go to our vacancies web page at: www.field-studies-council.org/vacancies

Send your completed application form to: recruitment@field-studies-council.org **OR**
Human Resources, FSC Head Office, Preston Montford, Montford Bridge, Shrewsbury, Shropshire SY4 1HW

Please note we do not accept CV's without a completed application form.

The closing date for receipt of your completed application is 12 noon on Wednesday 19th July 2017

Interviews are scheduled to take place at Flatford Mill Field Centre on Wednesday 26th July 2017

If you have any queries regarding this vacancy please call John Blair on 01206 297110. We look forward to receiving your application in due course.

John Blair
Head of Centre

JOB DESCRIPTION

Job Title:	Office Manager
FSC Grade:	Team Leader
Based at:	FSC Flatford Mill
Reports to:	Head of Centre
	This post holds line management responsibility for administration staff.

Overall Job Purpose:

Leading and managing the office staff team to ensure excellent administration, financial management, communication and information flow for internal and external customers.

To manage the main office systems and to provide critical support to the learning location teams in terms of communication with our customers; administering the invoicing and accounts system, and responding to enquiries from both staff and customers.

The role involves manual handling, such as taking delivery of parcels and moving office files.

Key responsibilities:

- Managing the learning location office and its systems, and undertaking general office administration
- Effectively line managing the administration staff, including having an active role in their performance management
- Maintaining an up-to-date knowledge and understanding of all areas of the learning location's work in order to respond knowledgeably to enquiries from the public or members of learning location staff
- Ensuring that telephone, email and in-person enquiries are handled appropriately, and the highest standards of customer care are achieved
- Being a key 'front of house' member of staff, the first point of contact for customers and a role model for customer care
- Having day to day management responsibility for the learning location bookings diary and availability calendar including: processing bookings; inputting data onto the FSC database; and liaising with kitchen, housekeeping, administrative and education teams on a weekly basis to ensure the communication of customer needs, especially meal and dietary requirements
- Co-ordinating the transport arrangements for visits; including organising FSC vehicles, hire vehicles, coach firms and casual drivers team
- Managing the learning location's financial systems in conjunction with Head Office e.g. purchase and expenses, petty cash, returns, sales and cash
- Working closely with other learning location staff to monitor and control income & expenditure in line with the learning location budget, and to produce management information
- Responding to requests for further information for market analysis
- Taking initiatives to improve systems in alignment with the charity's wider objectives
- Contributing to the leadership of the learning location as a member of the learning location's Management Team
- Administration of the annual Leisure Learning and Professional Course Programme including liaising with external tutors regarding course requirements and producing promotional material for these courses
- Assisting with the production of the Annual action plan and undertaking associated reporting
- Being part of the learning location's on-call / duty team to deal with customer issues and respond to emergencies – this may involve staying on site on some evenings and/or overnight on a rota basis to deal with customer issues and respond to emergencies

- Driving: We have a number of vehicles which you may be asked to drive. To do so, you will need to be 21 years or over, have a full valid driving licence, to have been driving for at least two years, and undertake an internal assessment on commencement in the role
- Subject to meeting certain criteria, you may also be required to drive our minibuses. If you do not hold D1 entitlement and have the appropriate driving experience/certification, you may be required to undertake the relevant training upon commencement of the role

General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Delivering a high standard of customer service and customer care
- Ensuring the highest standards of quality are achieved in all duties carried out
- Working closely with other staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
- Maintaining a high standard of personal hygiene & personal appearance in accordance with FSC policies
- Fulfilling your obligations under FSC's Behaviour Partnership to ensure a happy, productive working environment
- Attending staff meetings as well as FSC internal and external training as required, in order to share best practice and improve team and learning location performance, and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay)
- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location

Key Expectations:

The expectations of every employee that we regard as essential include:

- A positive and passionate work attitude
- A desire to show pride in all aspects of their work
- A flexible approach with a willingness to adapt to changes
- An ability to work using your own initiative both independently and as a competent, effective team member
- An ability to work under pressure and prioritise work to meet tight deadlines
- Always treating others with courtesy, dignity and respect
- A commitment and contribution to improving FSC's environmental performance
- A committed and proactive approach to personal development; motivated to learn new skills and overcome new challenges

This job description should be seen as enabling rather than restrictive, and will be subject to regular review.

Date of issue: July 2017

PERSON SPECIFICATION

Job Title: OFFICE MANAGER	Learning Location: FSC FLATFORD MILL
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Minimum of 5 GCSEs or appropriate vocational experience	✓		Application/Interview
Minimum of NVQ level 2 in Business Administration or equivalent		✓	Application/Interview
3 years+ relevant experience of working in an administrative role	✓		Application/Interview
People management/supervisory experience	✓		Application/Interview
ICT Qualification		✓	Application
Management Qualification		✓	Application
First aid qualification		✓	Application
Full valid Driving Licence	✓		Application
2. KNOWLEDGE			
Experience of using Customer Relationship Management (CRM) systems financial packages and databases		✓	Application/Interview
Ability to use standard office software (Word/Excel/Outlook) and technology	✓		Application/Interview
3. SKILLS			
Accuracy and attention to detail in all aspects of work	✓		Application/Interview
Ability to lead and work as part of a team in a busy office environment	✓		Application/Interview
Ability to effectively manage tasks on a day to day basis	✓		Application/Interview
Ability to communicate effectively, both orally and in writing	✓		Application/Interview
Professional and articulate telephone manner	✓		Application/Interview
Ability to focus and stay on task in a busy office environment or when working alone	✓		Application/Interview
Demonstrable personal time management and prioritisation skills	✓		Interview
Ability to motivate and inspire others	✓		Interview

SUMMARY OF MAIN TERMS AND CONDITIONS

Contract Term:

This is a permanent position.

Remuneration:

FSC Grade: Team Leader

FSC Salary Grade: Scale Points 14 – 17, currently £22,399 - £25,561 per annum.

The point of entry within the salary grade is normally the 1st point in the range therefore subject to satisfactory performance and an individual review, the post-holder will have the opportunity to access up to 3 further incremental points within the grade. It is however assessed on qualifications and experience and for exceptional candidates only consideration may be given for appointment on the 2nd point. The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually. A uniform is provided by the FSC.

Hours of work:

This post is based on 40 working hours per week, which will normally be worked over five days, Monday to Friday, with a 30-minute unpaid lunch break each day. The hours of work may vary depending on business need; equating to a total of 2080 hours of work annualised over a full year. The position may require some occasional evening and weekend working, the working pattern can be discussed further at interview.

There may be an expectation that the post holder may occasionally have to travel to other FSC locations or meeting venues. Where this is required this would be agreed in advance and appropriate notice would be given.

Annual & Bank Holidays:

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equivalent to 5.6 working weeks during a complete holiday year. This entitlement includes the Public/Bank holidays or substitute days (as defined in FSC's Employee Handbook) when they fall on a contractual or scheduled day of work. For anyone who joins part way through the year they will receive a pro-rata entitlement of the 28 days.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 5 additional days paid leave.

Pension:

The post-holder will be eligible to join one of FSC's Pension schemes.

Sickness:

During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with FSC's sickness absence procedures. The payment of sick pay is subject to compliance with FSC's rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.

Additional Employee Benefits:

These include an Employee Assistance Programme, Life Assurance* and Health Cash Plan with Westfield Health* (*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at FSC Head Office on 01743 852134.

Probationary Period:

This post has a six month probationary period, during which your suitability for the post will be assessed.

Post Classification / Criminal Records Check Requirements:

This post has been classified as **Category A** (as defined in the FSC Code of Conduct) which means it is **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Applicants will therefore be required to disclose any convictions, cautions, reprimands or final warnings which are NOT protected as defined under the Act, and the successful candidate will also be required to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS).

FIELD STUDIES COUNCIL: BACKGROUND INFORMATION

Field Studies Council (FSC) is an environmental education charity providing informative and enjoyable opportunities for people of all ages and abilities to discover, explore, and understand the environment.

Our Mission is to bring environmental understanding to all.

Our Vision is inspiring environmental understanding through first-hand experience

What we believe -

FSC believes that the more we understand about and take inspiration from the world around us the more we can appreciate its needs and protect its diversity and beauty for future generations.

In all we do, we are committed to:

- **Delivering first hand experiences.** FSC uses the environment to inspire. Taking in its sights, sounds and smells has the ability to motivate, deepen knowledge and broaden horizons.
- **Providing opportunities for everyone.** FSC strives to provide opportunities for everyone regardless of age, ability or background.
- **Sustainability for the future.** A commitment to the environment is at the heart of everything FSC does: how we run the charity, what people learn on our courses and through our publications.
- **A caring attitude.** From the way we treat our customers, our staff, the environments we work in and the feel of our locations, FSC demonstrates a personal approach with great care taken in everything we do.

What we do -

For more than 70 years FSC has touched the hearts and minds of people of all ages through courses at our network of learning locations, work overseas and the production of resources. Each year over 140,000 people experience FSC many through a visit to one of our learning locations

- Learning outside the classroom experiences with their school, college or university
- Professional training courses for environmentalists and teachers
- Natural history courses
- Identification guides and free resources
- Funded projects both in the UK and abroad
- Art courses
- Family holidays
- Campaigns for the right to outdoor learning and fieldwork

Some of the FSC's proudest moments have arrived when trying to reach those who would not be able to have an FSC experience without some help. In 2014, thanks to FSC members and donations from individuals and Trust Funds, we were able to provide support for over 1000 young people who otherwise would not have been able to take part.

Despite all that we have achieved so far, we hope to provide even more opportunities for people of all ages and abilities to discover, explore and understand the natural world. However, as an Investors in People charity, we realise we can't achieve this without staff that have a real passion for the work of the charity and a pride in their role within it. Every role in the charity is vital to delivering its mission and vision – if this inspires you and you meet the requirements of the post we would love to hear from you.

For more information please also visit www.field-studies-council.org

FSC Flatford Mill

Flatford Mill is situated in one of the most attractive parts of East Anglia, on the banks of the River Stour in south Suffolk. The local village is East Bergholt. Ipswich and Colchester are each nine miles away along the A12. The Field Centre occupies buildings leased from the National Trust, including the Mill and Mill House, Willy Lott's House and Valley Farm. The surrounding area, known as the Dedham Vale, has been made famous through the paintings of John Constable, whose family used to own Flatford Mill. The scene of *'The Hay Wain'* painting is here!

The Centre runs a wide-ranging programme of residential courses and other activities throughout the year for people of all ages. Over 6,000 people visit the Centre each year, staying for periods of up to a week. At any one time there may be a combination of adults, college students, secondary school students or primary school pupils in residence and day courses running as well.

Looking after our customers is of paramount importance and the Office, Kitchen, Household and Education Teams all play their part in ensuring we offer outstanding customer service. The management of the Centre is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience.

The Centre currently holds:

- The Investors in People Award
- The Council for Learning Outside the Classroom Quality Badge
- The Eco-Centres Award
- Suffolk Carbon Charter Award – Gold Standard
- Awarded in 2013: Suffolk's Greenest Small Business